

Customer Service Information Leaflet

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compliments, complaints and comments

# a guide to customer feedback



A strong future together, investing in homes,  
neighbourhoods and lives

**St Georges**  
COMMUNITY HOUSING

## What is a compliment?

A compliment is when you tell St Georges Community Housing that you are especially pleased with one of its services, staff or contractors. You may want to simply thank us or let us know that our performance has equalled or gone beyond one of our published service standards.

## What is a complaint?

A complaint is when you - or a group of customers - are not happy about the standard of service, or the lack of service received from St Georges Community Housing, its staff or contractors.

## What is a comment?

A comment is when you make suggestions about how we can improve our standards or services.

## Informal complaint (enquiries)

When a complainant contacts us for the first time, the member of staff responsible for dealing with the case will attempt to resolve it immediately.

If the officer is unable to deal with or resolve the complaint, or if the complainant is unhappy with the outcome and wants to take it further, then the officer should tell the complainant that they have the right to make a Formal Complaint.

### **Stage 1 Formal Complaint**

A member of staff from the relevant service area will investigate the Stage 1 Formal Complaint.

### **Stage 2 Formal Complaint**

A member of the Management team from the relevant service area will investigate the Stage 2 Formal Complaint.

### **Stage 3 Appeal**

An appeal is a formal request to the Service Improvement and Performance Committee requesting a change in, or confirmation of, a decision.

## Stage 4 The Local Government Ombudsman

Referral to The Local Government Ombudsman (LGO).

### Local Government Ombudsman

PO Box 4771, Coventry, CV4 0EH

Tel: 0300 061 0614 or 0845 602 1983

Fax: 024 7682 0001

Text: Send 'call back' to 07624 804323

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

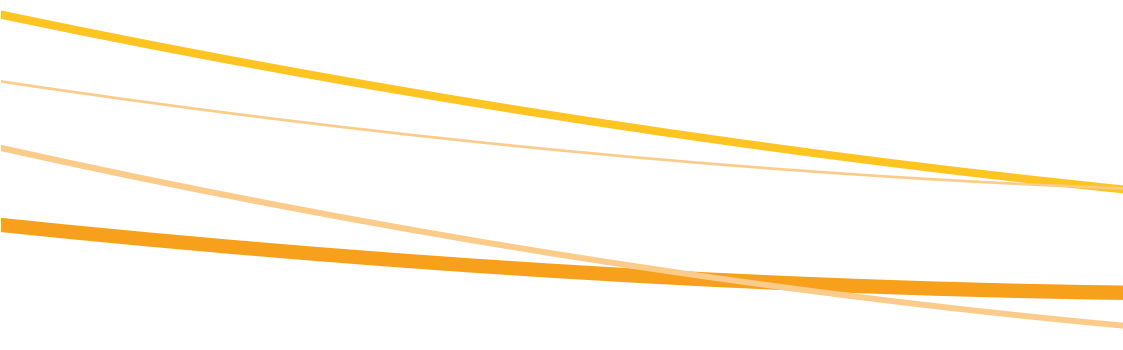
## Receiving complaints

St Georges Community Housing can receive complaints in the following ways:

- In person
- In writing
- By email or via the website
- By telephone
- Via a third person or advocate such as a family member, ward councillor, Board member or MP.

If for any reason complainants can neither write the complaint themselves nor has anyone who could write it on their behalf, they can contact St Georges Community Housing for assistance. The complaint will be drafted on the complainant's behalf and read back to them to ensure accuracy.

The complainant would then make their mark, in the presence of a witness, to let us know that they are satisfied with the final document.



## Complaints Service Standards

### We will:

- Send a written acknowledgement within **one working day** for Stage 1 complaints
- Send a written acknowledgement within **one working day** for Stage 2 complaints
- Send a written acknowledgement within **one working day** for Stage 3 appeals
- Send a written response within **eight working days** for Stage 1 complaints
- Send a written response within **eight working days** for Stage 2 complaints
- Send a written response within **eight working days** for Stage 3 appeals
- Send you a letter notifying you of a hearing date within 20 working days where your Stage 3 appeal meets our criteria
- Give a reasoned response to Stage 3 appeals within **ten working days** from the date of the hearing
- If we are unable to reply within **eight working days**, explain why and contact you within a further **eight working days** with a response
- Provide you with a copy of the complaints procedure and where appropriate give you guidance about the help provided by the Local Government Ombudsman, as well as how to contact them.

## How to contact us

You can get in touch to compliment, complain or comment by visiting in person, telephoning, writing, emailing offices directly or by completing the form opposite. A Freepost envelope is available on request. See back page for contact details.

Complaints, compliments and comments about our services can also be submitted online at [www.SGCH.org.uk](http://www.SGCH.org.uk). The website also has further information about the St Georges Community Housing Complaints Policy.

Alternatively you can contact the Customer Performance team.

Tel: 01268 465247

Fax: 01268 465239

Email: [performance@sgch.org.uk](mailto:performance@sgch.org.uk)





## Important Information About You

St Georges Community Housing needs to record information about its customers in order to monitor and improve services. Please help us to do this by providing the following information. The information you provide here will not affect any decisions about your compliment, complaint or comment. Thank you.

Gender  Male  Female Date of Birth \_\_\_\_\_

Do you consider yourself disabled?  Yes  No

## What do you consider to be your ethnic origin? (Please tick)

- |                                                           |                                                           |                                                |
|-----------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> White                            | <input type="checkbox"/> British                          | <input type="checkbox"/> Irish                 |
| <input type="checkbox"/> Gypsy/Traveller                  | <input type="checkbox"/> Any other white background _____ |                                                |
| <input type="checkbox"/> Asian or Asian British           | <input type="checkbox"/> Indian                           | <input type="checkbox"/> Pakistani             |
| <input type="checkbox"/> Bangladeshi                      | <input type="checkbox"/> Any other Asian background _____ |                                                |
| <input type="checkbox"/> Mixed                            | <input type="checkbox"/> White & Black Caribbean          | <input type="checkbox"/> White & Black African |
| <input type="checkbox"/> Black or Black British           | <input type="checkbox"/> Caribbean                        | <input type="checkbox"/> Somali                |
| <input type="checkbox"/> Any other mixed background _____ |                                                           |                                                |
| <input type="checkbox"/> Any other black background _____ |                                                           |                                                |
| <input type="checkbox"/> Chinese or Chinese British       | <input type="checkbox"/> Any Chinese background           |                                                |
| <input type="checkbox"/> Any other Ethnic Group _____     |                                                           |                                                |

## How would you describe your religion

- |                                                       |                                   |
|-------------------------------------------------------|-----------------------------------|
| <input type="checkbox"/> Prefer not to say            | <input type="checkbox"/> None     |
| <input type="checkbox"/> Christian                    | <input type="checkbox"/> Buddhist |
| <input type="checkbox"/> Hindu                        | <input type="checkbox"/> Jewish   |
| <input type="checkbox"/> Muslim                       | <input type="checkbox"/> Sikh     |
| <input type="checkbox"/> Any other please state _____ |                                   |

# Area Housing Offices

## Central Area Housing Office

The Basildon Centre, St Martin's Square, Basildon, Essex SS14 1DL

T: 01268 465111 | Fax: 01268 465159 | Email: [centralareahousing@sgch.org.uk](mailto:centralareahousing@sgch.org.uk)

## Laindon Area Housing Office

5-8 Dunton Court, Aston Road, Laindon, Essex SS15 6NX

T: 01268 465161 | Fax: 01268 465162 | Email: [laindonareahousing@sgch.org.uk](mailto:laindonareahousing@sgch.org.uk)

## Pitsea Area Housing Office

13 Northlands Pavement, Pitsea, Basildon, Essex SS13 3DU

T: 01268 465010 | Fax: 01268 465031 | Email: [pitseaareahousing@sgch.org.uk](mailto:pitseaareahousing@sgch.org.uk)

**Our Area Housing Offices are open for our customers to use during the following times: Mon - Fri 9am - 5.15pm**

此資訊是有關於投訴。倘若您希望將此資訊翻譯成另外一種語言，或以另外一種格式（如音頻 CD、盲文或大字體），請撥打電話：01268 465112，或發送電郵至：  
[mailroom@sgch.org.uk](mailto:mailroom@sgch.org.uk)。

यह सूचना शिकायतों के बारे में है। यदि आप इस सूचना का अनुवाद किसी अन्य भाषा अथवा प्रारूप, जैसे ऑडियो सीडी, ब्रैल या बड़े प्रिंट में चाहते हैं, तो कृपया 01268 465112 पर फोन करें या [mailroom@sgch.org.uk](mailto:mailroom@sgch.org.uk) पर ई-मेल करें।

此信息涉及的是车库。如果您希望将此信息翻译成另外一种语言，或以另外一种格式（如音频 CD、盲文或大字体），请拨打电话：01268 465112，或发送电子邮件至：  
[mailroom@sgch.org.uk](mailto:mailroom@sgch.org.uk)。

This information is about complaints. If you want this information translated into another language or in another format such as audio CD, Braille or large print, please phone 01268 465112 or email: [mailroom@sgch.org.uk](mailto:mailroom@sgch.org.uk)

## St Georges Community Housing

Head Office: 5-8 Dunton Court | Aston Road | Laindon  
Basildon | Essex SS15 6NX

**Tel: 01268 465050 | [www.SGCH.org.uk](http://www.SGCH.org.uk)**

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